

TO: "External" Users of the PB system

Date: November 17, 2014

Subject: PB system password reset Instructions for "external" accounts

Password Reset Action Needed By: November 30, 2014

Most Performance Budget system (PB) user accounts are in the COV network and are configured such that the network ID and password is used as the PB login and password. But there are a number of "external" accounts established for PB users who are not part of the COV network. These "external" users are assigned special account ID's (in the format: [cov\xxFirstname.Lastname](#)), have a unique process for resetting the password, and the passwords must be changed on an annual basis.

You have been identified as having an "external" account and it is time to reset your password. Unless you have changed your password in the past 12 months, your password will expire at the end of this month, so we are asking that you change your password before November 30.

VITA has developed detail instructions for resetting the password on these "external" accounts which can be found on DPB's website at the following link:

<http://www.dpb.virginia.gov/forms/20141117-1/PBInstructionsforExternalAccounts-PasswordReset-Self-Service.pdf> .

In general, the process involves registering your account at VITA's eSupport webpage by answering four security questions. Once registered, you will be allowed to change your password.

Please contact VITA's VCCC Help Desk if you have any issues/problems changing your password. **The VCCC can be reached by phone at 1-866-637-8482.** Their online support is available at http://esupport.cov.virginia.gov/sdcxuser/Custom_ES/home.asp .